THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHR1 PRAFUL PATEL): (a) Air India A310 aircraft while operating flight from Mumbai to Singapore and Kuala Lumpur *via* Chennai on 25th June, 2005 was delayed at Mumbai due to engineering problem. Passengers at Chennai who checked-in for scheduled departure were stranded at the airport. In view of the creeping delay, passengers at Chennai Airport were kept advised of the delay and refreshments were served. Though hotel accommodation was offered by Air India, the Chennai passengers preferred to stay back in the security hold area and take the delayed flight to their destination. Since the snag on aircraft could not be rectified in time at Mumbai, an alternate flight was arranged by Air India.

(b) and (c) The delay was due to technical snag in the aircraft. In such situations, Air India makes all efforts to repair the technical snag in the shortest possible time or else replacement aircraft is placed in service subject to availability.

Performance of aviation sector

2822. SHRI GIREESH KUMAR SANGHI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) the steps taken by Government in the last five years to keep pace with the private airlines in terms of performance, profits, etc.;

(b) whether the steps undertaken by Government have borne fruit;

(c) if so, the details thereof; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) to (d) In the domestic sector, Indian Airlines has been competing with private airlines for the past several years. In the international sector, Air India and Indian Airlines face greater competition from foreign airlines than private Indian carriers.

Air India and Indian Airlines constantly endeavour to bring about qualitative and quantitative improvements in the service rendered to the passenger and add value to the product to remain competitive in the market. Some of the measures taken by the two airlines are (i) Fleet Augmentation/renewal; (ii) Focused attention on training to frontline staff

particularly those who are in direct contact with the passengers; (iii) Inflight initiatives; (iv) Service upgrades on ground; (v) Improvement in Cabin ambience and dedicated Cabin cleaning; (vi) Joint frequent flyer programme of AI/IA in order to give a wider network to consumers; and (vii) Introduction of attractive packages to make travel affordable.

Restructuring of DGCA

2823. SHRI KARNENDU BHATTACHARJEE: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government have any plan for restructuring Directorate General of Civil Aviation (DGCA) under his Ministry on the lines of TRAI of Telecommunication Department;

(b) if not, when it is expected to be restructured; and

(c) the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) Yes,' Sir. Ministry of Civil Aviation has appointed a Committee under the Chairmanship of Shri M.K. Kaw, Former Secretary (Civil Aviation) on 8th August, 2005 to review the role, functions and organizational structure of Directorate General of Civil Aviation (DGCA) and to advise on the requirement if any, to ensure the structure, operations and functions of DGCA are in line with national requirements as well as international standards envisaged in Chicago Convention of International Civil Aviation Organisation (ICAO).

(b) and (c) Do not arise.

Authority to regulate private airlines

2824. SHRI C. PERUMAL: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether some private scheduled airlines harass passengers by sudden cancellation of flights or delay in starting of flights without any valid reason;

(b) if so, the details thereof;

(c) the action taken against such airlines;